

Dynamic FAQ systems

Adam Westerski

Overview

- Basics
- Technologies
- The State of the art
- Future work

What the FAQ ?

How do I create a new page?

[edit]

For creating a new article see [Wikipedia:Your first article](#) and [Wikipedia:Article development](#). You need to have a Wikipedia account to create a new article. For creating a new page in your userspace see [How do I create a user subpage?](#)

Shortcut:
WP:FAQ#CREATE

Why has my article been deleted?

[edit]

The best way to find out is to look at the [deletion log](#) for reasons (type the *exact* name of the article in the Title box, including the capitalization you used). For more information, see: [Why was my article deleted?](#)

Shortcut:
WP:FAQ#DELETE

How do I change the name of an article?

[edit]

You [move](#) the article using the "move" button (to the right of the "edit this page" button). You must have an account, and it must be at least four days old and made ten edits to move pages. If the move is controversial or fails with an error message, visit [Wikipedia:Requested moves](#).

Shortcut:
WP:FAQ#NAME

How do I change/delete my username?

[edit]

For changing your username see [Wikipedia:Changing username](#).

For deleting your username, the truth is, you cannot; if you could delete your username, we could not attribute all of those edits you have made. You can, however, [change your username](#), and request that your userpage and talk page be deleted by placing `{{db-user}}` on both pages.

Shortcut:
WP:FAQ#CHANGE

How do I cite Wikipedia?

[edit]

See [Wikipedia:Citing Wikipedia](#).

Shortcut:
WP:FAQ#CITE

When was Wikipedia last published?

[edit]

Wikipedia is not a printed encyclopedia. If you are asking this question because you wanted to cite a certain revision of Wikipedia articles, you can see [Wikipedia:Citing Wikipedia](#).

Shortcut:
WP:FAQ#PUB

Who wrote article X on Wikipedia?

[edit]

Question characteristics

- What ?
- How ?
- Why ?
- When ?
- Where ?

Advice - giving

selected domain, precise answer

Dynamic aspect

- Question and Answer Matching
- Answer generation
- Question generation

Technologies and different domains

- NLP !
- Q&A systems
- Cased- based Reasoning
-

Solutions - examples

- Static FAQ with relational DB backend
- FAQ Finder
- Auto- FAQ
- Prioritized Keyword Matching
- DynJAQ

Future work

- Q&A methods
- Linked Data and questions extraction

Interesting literature

- QA

Andrenucci, A. and Sneiders, E.: “Automated Question Answering: Review of the Main Approaches.”

- NLP

Molla, D. et al.: “NLP for Answer Extraction in Technical Domains”

- Linked Data

Berners-Lee, T., “Linked Data Web architecture note”

Bojars, U., Passant, A., Cyganiak, R., Breslin, J.: "Weaving SIOC into the Web of Linked Data"

FAQ

- What for ?
- Is it used in practice ?
- Is it better then static FAQ ?
-